

May 1, 2015

Ms. Marcia Mayeda  
Director  
Department of Animal Care and Control  
5898 Cherry Avenue  
Long Beach, California 90805

Dear Ms. Mayeda:

The Quality and Productivity Commission thanks you for an insightful and productive Department visit on April 30, 2015, which included an update on the Facility Refurbishment and Improvement Plan. Current animal care facilities are between 39 and 69 years of age with failing infrastructures. Commissioners support your effort to replace the large Baldwin Park and Downey shelters with smaller, modern and centrally-located structures.

We commend you for working with the Department of Regional Planning on this effort, matching its GIS with Department data to develop maps that show the existing care centers and locations with an increasing need for services. The collaboration will ensure that the new facilities are strategically placed to reduce response times and provide the community with better access to services.

We were pleased to learn about the innovative Safety Net Pilot Project, a partnership with the American Society for the Prevention of Cruelty to Animals (ASPCA), which assists pet owners who face challenges that may result in the surrender of their animals.

The ASPCA funds a staff member who, functioning as a social worker, helps Department staff identify intervention resources, including financial assistance and medical treatment, which will enable pets and their owners to remain together. Since its inception in July of last year, an estimated 1,500 pets have been diverted from the shelters, a major cost savings for the Department.

Commissioners were also impressed with your quality and productivity efforts in the following areas:



**County of Los Angeles  
Quality and Productivity  
Commission**

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Ms. Marsha Mayeda

May 1, 2015

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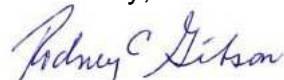
- Development of a new, state-of-the-art animal care shelter in Palmdale, a \$20 million project that will service about 9,000 animals and reduce the demand for services at the Lancaster facility
- Implementing a disease tracking protocol to monitor common shelter diseases, such as Canine Infectious Respiratory Disease Complex or “kennel cough”
- Strengthening the Department’s volunteer program, which last year boasted more than 1,500 volunteers who donated 90,220 hours to the shelters, resulting in a value or cost avoidance of \$2.3 million to the Department
- Working with an outside contractor to remove dead animals from the streets; and effectively leveraging a grant from Celebrity Chief Rachel Ray to spay and neuter an estimated 4,700 dogs and cats

We look forward to working with your Department on:

- Identifying funds to expand WiFi to all animal care centers
- Enhancing the online licensing module to allow for licensing renewals
- Working with facial recognition software companies to use the technology to match lost pets with their owners by using a free app that is downloaded into a smart phone

On behalf of the Commissioners, thank you for an engaging Department visit. We will continue to work closely with your Productivity Managers, Dorthy Phillips and Shane Lee. Please contact Victoria Pipkin-Lane, our Executive Director, at (213) 974-1361 or at [vpipkin@ceo.lacounty.gov](mailto:vpipkin@ceo.lacounty.gov) for additional information.

Sincerely,



RODNEY C. GIBSON

Chair

RCG:VPL:LP

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